# InfoNet!

## Information Network Project Office NEWSFLASH

# Single Consolidated HELP DESK for DON Users in the Pentagon!

**W**elcome to *InfoNet*, a forum for information-management (IM) items that directly affect you. *InfoNet* newsflashes include
- **Bulletins**
- **Urgent IM updates**
- **Hot-off-the-press IM news**
- **Answers to questions that can't wait till tomorrow**

In a memorandum to the Assistant Secretary of the Navy for Research, Development, and Acquisition, ASN(RDA), the Secretary of the Navy proposed a new approach to IM. The result was the creation of the Information Network Project Office (INPO), publisher of *InfoNet*.

INPO is a source of leadership, direction, and technical expertise on Navy IM matters. As a mentor and facilitator for the integration of Navy-wide area networking and services, INPO is currently establishing the DNHN in Washington. Read more about INPO in the upcoming issue of *Dimensions*, the INPO quarterly newsletter.

*InfoNet* is published as-needed for the speedy dissemination of critical information.

Contact us with questions or comments at info@inpo.navy.mil or visit the INPO Home Page at http://www.inpo.navy.mil

## Help!

HELP DESK support is being consolidated as of 20 May 1996. In place of the various HELP DESKs that have assisted you in the past, a single, consolidated office will provide critical support to the users of the Department of the Navy Headquarters' Networks (DNHN), both classified and unclassified.

## What Does That Mean To Me?

If you weren't sure who to call to solve your computer problem, we've made it simple. The new HELP DESK will be the focal point for fast, efficient support as the classified and unclassified LANs are extended and consolidated. Bear with us during this startup period as we work the bugs out of the centralized service.

## Who Can Use the New HELP DESK?

We support any user of ADP equipment that has an OPNAV or SECNAV barcode and is attached to the unclassified DNHN LANs within SECNAV and N4 and the classified LAN. This includes users of both PCs and Macs as well as Marine Corps users of Banyan within the Pentagon. For hardware or software support, just call 697-6464 or DSN 227-6464.

## Uh, Does That Include Me?

Unsure if this service covers you? Call us at the number below and we'll let you know.

## Background?

The new consolidated HELP DESK is a part of the DNHN Operations Directorate located in Room 4C460 (PNT). The "Ops Team" is a full time dedicated Integrated Product Team (IPT), part of the DoN Information Network Project Office (INPO). (See the sidebar.) This major consolidation effort was made possible by the Assistant for Administration for the Under Secretary of the Navy (AAUSN), N4, and the Director for Space and Electronic Warfare (N6) and the dedication of the Operations Directorate's team!

## What's Next?

For starters, a 1-800 phone for the HELP DESK is in the works. Also, you'll soon be seeing new Pentiums to add to or replace unclassified and classified PCs (watch for more information soon about the new machines).

(*clip and post*)

**697-6464**

**DNHN HELP DESK**